

# **WHY THINGS DON'T GET DONE**

Fournies suggests that we can categorize the causes of why employees don't do things the way they are supposed to be done. He suggests the following sixteen categories.

1. Employees don't know why they should do it
2. Employees don't know how to do it
3. Employees don't know what they are supposed to do
4. Employees think your way will not work
5. Employees think their way is better
6. Employees think something else is more important
7. No positive consequence to employees for doing it
8. Employees think they are doing it
9. Employees are rewarded for not doing it
10. Employees are punished for doing what they are supposed to do
11. Employees anticipate future negative consequences
12. No negative consequence to them for performing badly
13. There are obstacles beyond employee's control
14. Personal limits prevent them from performing
15. Personal Problems
16. No one could do it